

EX. 1

Phone Call with Mr. Coronel

Recording Name:
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Transcript Prepared By:



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1 Rhonda: Risk Management, this is Rhonda. How can I help you?

2 Olupitan: Uh, good afternoon, Ms. Rhonda. I was needing to

3 speak to Mr. Coronel.

4 Rhonda: All right, one moment.

5 Olupitan: Mm-hmm.

6 Coronel: Risk Management.

7 Olupitan: Yes, is this Mr. Coronel?

8 Coronel: Yes.

9 Olupitan: Hi, Mr. Coronel. This is Ms. Olupitan.

10 Coronel: Oh, hi. How are you?

11 Olupitan: Oh, I'm okay. How about yourself?

12 Coronel: Pretty good.

13 Olupitan: Good. Um, I know I had spoke with you on the 12th of

14 December, and we confirmed the fax number to send over

15 for Lifestance. And --

16 Coronel: Mm-hmm.

17 Olupitan: -- I guess you said that you had the wrong number when

18 you looked online for the number. Um, have they --

19 Coronel: That's correct.

20 Olupitan: Have they sent you any of the medical records?

21 Coronel: Eh, not yet.

22 Olupitan: Oh, okay. Um, do you --

23 Coronel: It take -- it will take a few days for them to send us

24 that information.

25 Olupitan: Oh.



1 Coronel: Um, yeah, so --

2 Olupitan: But th- -- th- -- the fax went through okay? It was
3 approved?

4 Coronel: Um, I think so, yes.

5 Olupitan: Okay. When -- do you remember when you sent that to
6 them? I know we spoke on the 12th of December.

7 Coronel: Mmm, I think it should be somewhere in there. Um,
8 yeah, I don't remember the exact date, but, yes.

9 Olupitan: Okay.

10 Coronel: And then I just, uh, we -- we reviewed the claim, uh,
11 uh, received some information, um, from OU, so we're
12 in the process. Um --

13 Olupitan: Uh, when did -- d- -- when did you receive the
14 information from the university?

15 Coronel: Uh, last week.

16 Olupitan: Oh. Do you remember what day?

17 Coronel: I don't. Uh, no.

18 Olupitan: Hm. Okay, so are they -- have -- have they sent all
19 of their information? Because, like I said, my, you
20 know, my information was sent in before your deadline.
21 And I just --

22 Coronel: Mm-hmm.

23 Olupitan: -- you know, my worry is that the time is going to run
24 out, and it will be denied by default.

25 Coronel: Well, we still have a few, and -- and my guess, I



1 think, uh, my guess is we're gonna have all the
2 information we need to provide this file to the
3 attorney by, uh, not this -- this week, by the week
4 after Christmas.

5 Olupitan: Oh, to get it over before, um, oh, the week after
6 Christmas to send it over?

7 Coronel: Yeah, yeah, yeah, yeah.

8 Olupitan: Okay. Um, I actually, I think I got s- -- a
9 notification. Um, when did you say you sent that over
10 to Li- -- um, to Lifestance? I'm looking right now.

11 Coronel: I -- I'm -- I'm -- I'm not sure. Let me just see.

12 Olupitan: Mm-hmm.

13 Coronel: It will be the day -- the day or the day after, uh, so
14 --

15 Olupitan: Hmm. Okay, so, yeah, 'cause we talked on the 12th, so
16 you sent it on the 12th --

17 Coronel: Yeah.

18 Olupitan: -- or the 13th of December?

19 Coronel: Yeah, that will be my guess. Yeah, I have to look in
20 my records. I have to go through them.

21 Olupitan: Okay.

22 Coronel: Yeah.

23 Olupitan: Oh, I -- I mean, I don't mind holding, because I can
24 call them, because I think they sent me some type of
25 notification.



1 Coronel: Mm-hmm.

2 Olupitan: So, I don't mind calling. I can hold for you before
3 I, you know, get back on the phone with them. I just
4 want to make sure that everything goes through
5 successfully and fairly.

6 Coronel: Mm-hmm. But, uh, before, let me say something,
7 because I think I was looking. That authorization,
8 uh, let me see. The page is a old one. Let me see if
9 you have a -- a better one to have you sign, because
10 that -- the authorization to release information is
11 kind of old form. Just to make sure, I'm gonna do it
12 both ways.

13 Olupitan: Oh, yeah, because I --

14 Coronel: Also, when I sent a newer form, because that -- that
15 form that is on r- -- originally have is kind of old.

16 Olupitan: Oh, because, yeah, that form was dated November 7th.
17 I mean, if you don't mind. And I think --

18 Coronel: Yeah, let me -- let me check.

19 Olupitan: -- if that form can just be suffice that I sent
20 November 7th for you.

21 Coronel: Yeah.

22 Olupitan: And I can check with them, because I -- with faxes, I
23 believe it would go through right away, and, you know,
24 you'd get confirmation.

25 Coronel: Yeah.



1 Olupitan: They'd get confirmation. So, I can call them once I
2 get off the phone with you, you know, since you said
3 that you sent it last week.

4 Coronel: Yeah, maybe --

5 Olupitan: And see --

6 Coronel: -- because I'm -- I'm doing something else at the
7 moment. Let me just say exactly what I'm doing.

8 Olupitan: Okay. Yeah, because if you can just tell me a date
9 that you sent it over to them, I can --

10 Coronel: I'm -- I'm loo- -- I'm looking for it. Hold on.

11 Olupitan: Okay, no worries.

12 Coronel: Is this LMB, is your email still accurate? LMB at
13 nemw.com. Is that an accurate email?

14 Olupitan: No, sir, I don't, um, I'm not sure what you're looking
15 at. But I know you sent me an email to Martina dot
16 Olupitan at --

17 Coronel: Okay.

18 Olupitan: -- Gmail.com. You sent me an email, let me see, on --

19 Coronel: I -- I -- I can find it.

20 Olupitan: Okay.

21 Coronel: Give me a minute.

22 Olupitan: Yeah, it's my first and last name.

23 Coronel: Yeah.

24 Olupitan: Yeah, let's see. When did you send me that form? I
25 think it was November 6th, and I sent it back --



1 Coronel: Yeah.
2 Olupitan: -- November 7th, that form.
3 Coronel: Yeah. Let me see. I -- I just wanna have a newer
4 form also. Hold on.
5 Olupitan: Okay. Yeah, let me --
6 Coronel: I'm trying to attach it.
7 Olupitan: Oh, no worries, let me read it.
8 Coronel: (Inaudible - 00:06:59).
9 Olupitan: It said, "Ms. Olupitan," and this was November 7th --
10 Coronel: Mm-hmm.
11 Olupitan: -- at 2:57 p.m., November 7th. You said, "Ms.
12 Olupitan, attach please find the authorization form,
13 please complete and return." And then I responded --
14 Coronel: Mm-hmm.
15 Olupitan: -- and sent it to you November 7th.
16 Coronel: Yeah. Yeah.
17 Olupitan: Yes. Yes, I sent it to you November 7th at 4:40 p.m.
18 Coronel: Yes.
19 Olupitan: Excellent.
20 Coronel: Okay, so I want to see, have a newer form.
21 Olupitan: And if you don't mind me asking --
22 Coronel: That one's outdated.
23 Olupitan: Oh.
24 Coronel: Yeah. Hold on.
25 Olupitan: If you don't mind me asking, Mr. Coronel, what's, um -



1 - what's the reason for the newer form? I -- I just
2 w- --

3 Coronel: Because some -- some -- some of the entities don't
4 accept that original form that we completed. So, let
5 me find a HIPAA authorization. That's what I want.
6 Yes. So, because this is different than what we
7 originally have it.

8 Olupitan: So, Lifestance, they'll be getting two forms, the one
9 that you sent last week. Uh, they should already have
10 that one, and I'm guessing one --

11 Coronel: I'm hoping they do. But I -- I wanna send this also,
12 the new one. Just to see.

13 Olupitan: Okay. Yeah, 'cause I know with the faxes, you get a
14 confirmation as soon as it goes through, and they get
15 a confirmation as well, a receival. So, I can have
16 them tell me the date on that just to make sure, you
17 know, there's no delay. I can -- as soon as I get off
18 the phone with you. Just to make sure they get that
19 first one so there's no delay, you know, with the
20 Lifestance.

21 Coronel: Let me just send this first. Hold on. I just -- I
22 sent you an email. Let me know if you get it. Just
23 sent you an email.

24 Olupitan: And where did you send it to?

25 Coronel: To the email Martina.



1 Olupitan: Okay, let me see. Nothing's came in yet.
2 Coronel: Martina Olupitan.
3 Olupitan: Okay, let's see. I'm still waiting for it to come in.
4 Just one moment.
5 Coronel: That's okay.
6 Olupitan: Let me do a refresh. Spotty connectivity here. Just
7 -- you just bear with me just for a couple moments.
8 Sorry, still waiting for it to come in. It's just
9 running slow. Computer issues.
10 Coronel: Mm-hmm. It shows that it was sent, so I'm assuming
11 it's just going.
12 Olupitan: Okay, just refreshing. Okay, Mr. Coronel, it doesn't
13 look like it's came in yet. Let me give it a couple
14 minutes. I'm gonna power off my system and then power
15 it back on. So, can I call you back in a couple
16 minutes?
17 Coronel: Yeah, call me back. Yeah.
18 Olupitan: Okay, excellent. Thank you. Bye.
19 Coronel: Okay, no problem. Bye-bye.
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10 DATED this 1st day of June, 2024.

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